

## **AHMED KHALIFA HELAL**

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### **Objective:**

To work in an innovative and challenging environment equipped with the state of art technology that enhance my skills and knowledge my desire and drive to succeed will be an asset, which I will contribute to the organization's growth and profitability.

### **Academic Profile:**

Course	Institution	Year of Passing
B.A (Information Systems)	Advanced Academy, Egypt	2009

### **Work Experience:**

**Company:** Jabal Omar Hilton Makkah Hotels, KSA.  
**Position:** Cluster Assistant IT Manager  
**Date of joined:** 01/02/2020 Till Present.



- Hilton Suites Makkah (484 Rooms)
- Conrad Makkah (438 Rooms)
- Hilton Makkah Convention (764 Rooms)
- Double Tree by Hilton Makkah (676 Rooms)

### **Work Experience:**

**Company:** Hilton Makkah Convention, KSA. (764 Rooms)  
**Position:** Assistant IT Manager- in charge  
**Date of joined:** (Since Pre-Opening) 01/04/2017 Till 01/02/2020.



(760 rooms, 550 employees, Windows server 2012, Opera PMS System, Micros symphony, Payroll Oasys, Back office Sun, outlook, Vingcard, CCTV, IPTV Acentic and VDA, PABX Mitel, HISA GuestTek, Digital Signage RMG, samsotek passport scanner, FCS)

## **Work Experience: 2**

**Company: Hilton Suites Makkah, KSA. (484 Rooms)**

**Position: IT Supervisor.**

**Date of joined: (Pre-Opening) 17/03/2014 till 31/3/2017.**



(480 suites, 400 employees, Windows server 2008, Opera PMS System, Micros symphony, Payroll Oasys, Back office Sun, outlook, Vingcard, CCTV, IPTV VDA, PABX Mitel, HISA GuestTek, Digital Signage RMG, samsotek passport scanner, FCS)

## **Main Duties :**

- Supervise the IT Department on a daily basis.
- Ensure consistently strong operational support for all internal hotel IT systems and users, minimizing any system outages.
- Ensure the quality and delivery of IT systems for both the hotel TM and its Guests.
- Providing IT leadership including effectively communicating, managing and delivering IT Systems and procedures that comply with Corporate and Brand IT standards.
- Responsible for project plans to ensure the implementation and upgrades of major systems are completed on-time and within budget.
- Supporting the hotel through the use of business solutions using Technology including installing, diagnosing, repairing, maintaining, and upgrading all hardware to ensure optimal performance.
- Troubleshooting problem in a timely and accurate fashion, and provide end-user training and assistance as required.
- Direct, setup, maintain, and monitor property servers; including backups, property LAN performance, telecom systems, user workstations.
- Setup users in Identity Manager and assist with registration as required.
- Work with the HSC to ensure the timely resolution of IT issues as appropriate.
- Conduct user training sessions, as required.
- Oversee proper controls to ensure hotels comply with SOX, PCI and security requirements as well as comply with corporate and brand standards.
- Complete IT-related projects (process, function, budgets, etc.) as directed.
- Communicate important and necessary information via email, reports and phone calls.

### Technical Skills:

- **Server:** Windows 2008/2012/2016 Server, Microsoft Exchange Server 2003, DHCP Server, DNS Server
- **Client :** Windows 7, Windows 8, Windows 10,
- **Database/Back ends:** MS-Access, SQL Server 2008/2012
- **Package Known :** Photoshop, MS-Office 2010/2013/2016
- **Networking :** Setup Dial-up, ISDN, VPN, Switches Configuration, Wireless Network-Configuration, Network Printer Configuration

(Very good working knowledge with Hospitality systems, Computer Hardware, PC & Printer assembly, Internet & Emails, PABX, FCS, Sophos, Opera, Vingcard, IP CCTV, IPTV VDA and Acentic)

### Personal Traits:

- Leadership Quality.
- Knowledge Seeker and Gainer.
- Self confident.
- quick learner

### Personal Profile:

Date of Birth	:	24 July 1987.
Age	:	34 Years.
Gender	:	Male.
Father's Name	:	Khalifa Ameen Helal.
Marital Status	:	Married.
Nationality	:	Egyptian.
Languages Know	:	Arabic and English.
Hobbies	:	Drawing - Swimming

### Declaration:

I hereby declare that the above-mentioned information is true to the best of my Knowledge and belief. I am also confident of my ability to work in a team.

Signature

*Ahmed Khalifa*